

**FY03 Army Civilian Attitude Survey
Fort Jackson Hospital
Results for Civilian Employees**

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About This Report

About This Employee Report

Survey Background – One of the main goals of Army is to be judged the employer of choice by its civilian employees. For over 25 years, Army has periodically surveyed the morale of its workforce. In 2003 Army implemented a web-based version of the Army Civilian Attitude Survey. Over 33,000 employees and close to 7,000 supervisors "logged on" and completed the survey. The Internet survey method allowed Army to conduct a census of its entire US-citizen, appropriated and non-appropriated fund, civilian workforce. What follows are the results from this survey.

Employee Survey Content – The Army Civilian Attitude Survey for Employees is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped in 18 composites. Each composite is made up of multiple items. In the table below are the composite labels, the items (in parentheses) and a brief composite description.

Composite Label	Composite Description
Satisfaction with "Civilian Personnel" Service (q2-q13)	Employees' overall satisfaction with the level of service received from personnel.
Satisfaction with Job (q14-q18)	Employees' satisfaction with their current job.
Satisfaction with Career (q19-q21)	The extent to which employees recommend their career to others.
Satisfaction with First Line Supervisor (q22-q29)	Employees' relationship with their first line supervisor (interaction, competence, support for employee, etc.).
Satisfaction with Management (q30-q34)	Employees' satisfaction with upper-level management (second line supervisor and above).
Satisfaction with Job Placement/Promotion System (q35-q38)	Perceptions of promotion processes (e.g., fairness) and outcomes (e.g., quality of candidates).
Satisfaction with Awards and Recognition (q39-q42)	Extent to which employees feel they are personally recognized and that others are fairly awarded.
Satisfaction with Discipline/Grievances/ EEO Procedures (q43-q46)	Employees' perceptions of how they and others are treated with regard to grievance and disciplinary procedures.
Satisfaction with Work Group (q47-q49)	Employees' assessment of work group on cooperation, effectiveness, and efficiency.
Satisfaction with Training and Development (q50-q52)	Satisfaction with the amount of training employees have received and the level of support they receive for additional training.
Satisfaction with Fairness (q53-q58)	Employees' perceptions that others are treated fairly, regardless of gender or race, and that they can report instances of discrimination without fear of retribution.
Satisfaction with Physical Conditions (q59-q61)	Employees' satisfaction with safety and physical working conditions.
Civilian Workplace Morale (q14-q38)	Composite of satisfaction with job, career, first line supervisor, management (second line supervisor and above), and job placement/promotion system.

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Composite Label	Composite Description
Your Organization (q62-q74)	Employees' assessment of the work environment (e.g., good working relationships, support, communication, empowerment, productivity, resources, etc.).
Performance Culture (q75-q77)	Extent to which employees feel that the culture supports high performance.
Strategic Planning (q78-q80)	Employees' perceptions of communication and effectiveness of planning in their organization.
Customer Satisfaction (q81-q83)	Employees' assessment of customer interactions and their satisfaction with products and services of work group.
Diversity (q84-q85)	Extent to which all civilian employees are valued and work together, regardless of differences (e.g., gender, race, religion).

Supplemental Items – In addition to the core items and their composites, the civilian attitude survey included a series of *supplemental* items that dealt with specific issues:

- Harassment (q86-q88)
- Army Knowledge Online (AKO) (q89-q91)
- Army Civilian Personnel OnLine (CPOL) Applications (q92-q95)
- Family Friendly Flexibilities (q96-q102)
- Career/Retirement Plans (q103-q107)
- Feedback on Survey Results (q108-q109)

However, because these supplemental items included both nominal (e.g., yes/no) and scaled (5=Strongly Agree, 4=Agree....) response options, composite scores were not computed.

Results for all items (core and supplemental) can be seen in the item detail section of the report – immediately following the composite summary pages.

Response Rates - Participants were asked to complete their surveys and return them electronically to Army, which then forwarded the data to an independent research and consulting firm for processing. Of the approximately 213,547 Army civilian appropriated fund employees and supervisors who were invited to complete the attitude survey, 39,950 returned surveys for a 19% response rate. The response rate for Total Army allows results to be generalized at a 95% confidence level to ± 0.4 percentage points. This means that if 60% of the survey respondents are satisfied with a particular item, we can be very confident (95% sure) that between 59.6% and 60.4% of the civilian employee population hold the same view.

For Army civilian appropriated fund employees, the results are similar. Of the 187,078 employees who were invited to complete the survey, 33,034 responded for a response rate of 18%. This yields a margin for employees of ± 0.5 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian employees.

In the table on the next page, this same information is presented by MACOM, Region, Race, Pay Plan, Gender and NAF.

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MACOM (AF)*		Population**	Responses	Response Rate	Margin +/-
Total Army***		187,078	33,034	17.66%	0.5
AMC		46,287	6,724	14.53%	1.1
FORSCOM		10,808	1,999	18.50%	2.0
MEDCOM		26,364	3,609	13.69%	1.5
TRADOC		15,626	3,596	23.01%	1.4
USACE		32,596	8,451	25.93%	0.9
USAREUR		7,052	791	11.22%	3.3
OTHER		48,341	7,863	16.27%	1.0
Region (AF)*		Population**	Responses	Response Rate	Margin +/-
Europe		11,017	1,456	13.22%	2.4
Korea		1,598	209	13.08%	6.3
North Central		31,626	4,400	13.91%	1.4
Northeast		37,726	6,481	17.18%	1.1
Pacific		6,320	821	12.99%	3.2
South Central		35,746	6,822	19.08%	1.1
Southwest		32,255	7,826	24.26%	1.0
West		30,014	4,984	16.61%	1.3
		Population**	Responses	Response Rate	Margin +/-
Race (AF)*	Non-Minority	126,621	25,633	20.24%	0.5
	Minority	52,889	6,970	13.18%	1.1
Pay Plan (AF)*	GS	156,364	30,016	19.20%	0.5
	WG	30,533	3,011	9.86%	1.7
Gender (AF)*	Female	78,060	15,384	19.71%	0.7
	Male	109,010	17,650	16.19%	0.7
NAF		27,079	1,265	4.67%	2.7

*AF: response rates for MACOM, Region, Race, Pay Plan and Gender refer to Appropriated Fund (AF) employees only. Non-Appropriated Fund (NAF) response is represented in the last row.

**Population figures as of August, 2003. These population figures do not account for employee losses to Army during the survey administration period and therefore should be considered conservative.

***Populations and responses in each table may not necessarily sum to the Total Army population and Total Army responses because of missing and skipped items.

Installation response rates and margins of error can also be obtained from the Army Point of Contact, Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

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Item Scoring – To accurately interpret data, it is necessary to understand how items are scored. The multiple-choice (scaled) items asked employees to respond on a scale of 1-5 with 5 being most favorable (Strongly Agree; Very Good) and 1 being least favorable (Strongly Disagree; Very Poor). For these types of items, the five response categories were collapsed into three, as shown below. The percentage of responses in each category (Favorable, Neutral, Unfavorable) are then presented in 3-part bars.

Favorable		Neutral	Unfavorable	
5	4	3	2	1
Strongly Agree Very Good	Agree Good	Neither Agree Nor Disagree Neither Good Nor Poor	Disagree Poor	Strongly Disagree Very Poor

Organization of the Report – Results for each group and sub-group in this report are compared to Army Overall.

Results are presented in the following sections:

- ☐ **Results Summary:** This section contains overall summary information which includes:
 - ✓ Ten most favorable/ten most unfavorable items: This section displays in rank-order the ten most favorable items and ten most unfavorable items for Total Army and for each subgroup comparison.
 - ✓ Composite summaries: A quick overview of the Composite results for Total Army and for each subgroup comparison. Composites are presented in the same order as they appeared in the survey. Three-part bar graphs display average percentages of favorable, neutral, and unfavorable responses to the composites. The last column indicates the number of individuals in each group [Total Army and for each subgroup comparison] who responded to the items in the composite.
 - ✓ Historical comparisons to the 2001 survey composites are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 composite, this column displays a dash (--).
- ☐ **Item Detail:** This section provides a detailed look at results for each question, including a composite summary at the beginning of each group of items.
 - ✓ For the scaled items (5=Strongly Agree, 4=Agree....), three-part bar graphs again display percentages of favorable, neutral, and unfavorable responses. In addition, the Category Percent column details the percentage of responses in each category, while the next columns display item means, standard deviations, and valid N's (the number of responses to each item).
 - ✓ For the nominal items (e.g., yes/no), the percentage of individuals selecting each response option is displayed by a one-part bar, with the actual number who selected each option listed in the last column.
 - ✓ Historical comparisons to the 2001 survey questions are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 item, this column is not present or displays a dash (--).

Interpreting the Results: Surveys are valuable when data are analyzed, results are communicated to employees, and information is acted upon in the spirit of continuous improvement. The purpose of this section is to provide some general guidelines on interpreting data. The guidelines below are consistent with well-established industry standards for employee opinion survey research.

Begin by getting an overview of the results by reviewing the 10 Most Favorable/10 Most Unfavorable Items. Then use the following steps to thoroughly interpret the survey results.

1. Using the information in the Results Summary section, classify the Composites using the following criteria:

Strengths: At least 60% favorable response AND less than 20% unfavorable response. These are the issues that are working well for the majority of respondents, and should be maintained and reinforced.

Opportunities for Improvement: 30% or higher unfavorable response OR at least 20% unfavorable and less than 50% favorable response. These are the issues where action is indicated, either because the negative perceptions are large (over one-third of the group) or are large enough to overbalance a relatively small positive group.

Mixed: Mixed Items are items for which additional examination/clarification is needed to determine the best actions to take. A classic Mixed Item is one that doesn't fall neatly into either the Strength or Opportunities for Improvement category, e.g., 57% favorable/ 20% neutral/ 23% unfavorable.

Undecided: If the neutral category is 30% or more, the issue is *undecided*, which may be the result of respondents' unfamiliarity with the issue, concerns about confidentiality, inconsistency, or perceptions of the issue as "average." In certain cases, *undecided* items may also be **Opportunities for Improvement**.

Divided: If the favorable and unfavorable percents are almost equal, or there is almost no neutral (e.g., 55% favorable/ 5% neutral/ 40% unfavorable), the issue is *divided*, which indicates that specific constituencies feel differently. This is less threatening in large groups, but in small groups may indicate that teamwork and morale are in danger. In many cases, *divided* items are also **Opportunities for Improvement**.

2. Review the items within each Composite and classify them using the same criteria you used to classify the Composites.

3. Look for themes within Composites. For each Composite, examine your classification of the items and determine whether all of the strengths or opportunities have anything in common.

4. Look for trends across Composites. Sometimes themes or patterns emerge that cross several survey Composites. Ask yourself:

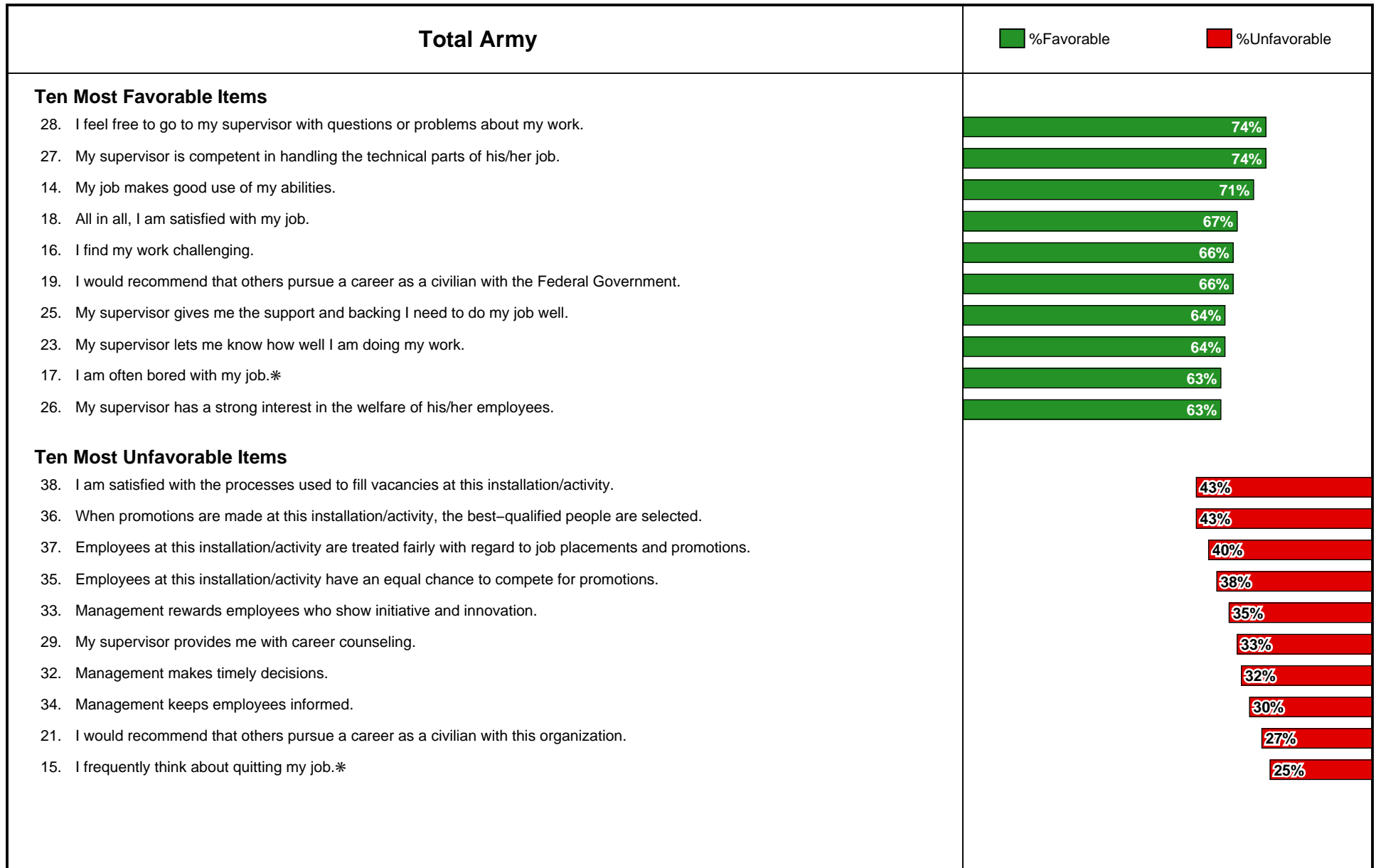
- ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
- ✓ Do you see any contradictory responses (for example, are first-line supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small number of Composites? If they are from a number of different Composites, is there a common underlying theme?

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5. **Review supplemental items.** Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, OnLine Applications), problems in these areas could impact other areas such as **Satisfaction with Job** or **Satisfaction with Management**.
6. **Dealing with perceptions.** Keep in mind that survey results reflect perceptions, which differ from one person to another. You must deal with the perception, whether or not you agree with or understand its source. Do not expect to understand what everything means. You should get clarification on issues with high neutral responses, contradictory responses, and divided responses by discussing those issues with your immediate group of employees. Many internal and external events, including organizational changes, policy changes, the local economy, and recent news events may have contributed to the results. You should not use these events to rationalize your results, but consider them as potential areas of discussion.
7. **Additional Support.** For more information regarding these results and how you may better utilize the information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

Ten Most Favorable/Unfavorable Items


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* Item is phrased in a negative manner.

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MEDCOM

 %Favorable

 %Unfavorable

Ten Most Favorable Items

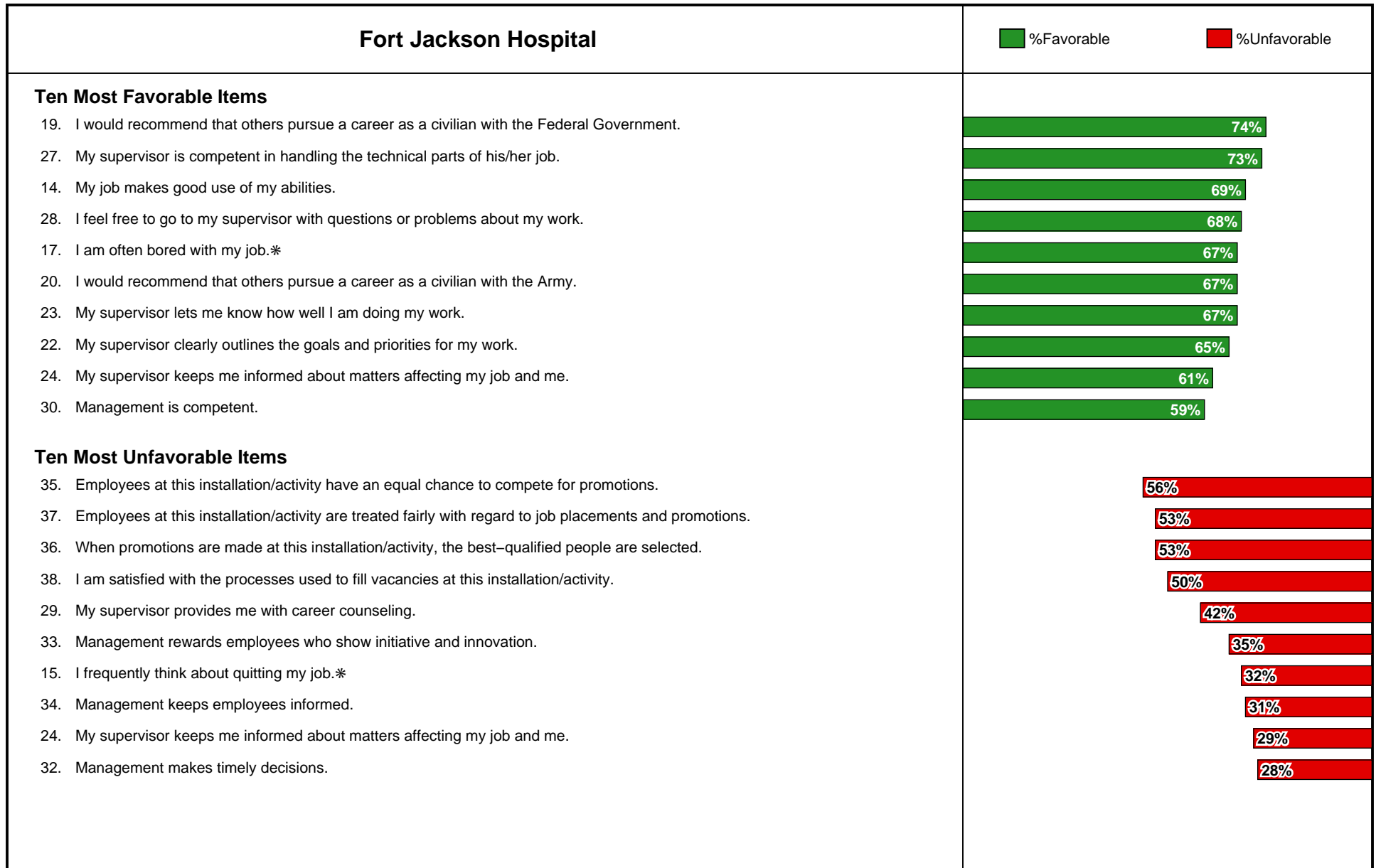
14. My job makes good use of my abilities.	72%
28. I feel free to go to my supervisor with questions or problems about my work.	71%
27. My supervisor is competent in handling the technical parts of his/her job.	71%
19. I would recommend that others pursue a career as a civilian with the Federal Government.	68%
18. All in all, I am satisfied with my job.	66%
23. My supervisor lets me know how well I am doing my work.	65%
17. I am often bored with my job.*	64%
16. I find my work challenging.	63%
22. My supervisor clearly outlines the goals and priorities for my work.	63%
25. My supervisor gives me the support and backing I need to do my job well.	62%

Ten Most Unfavorable Items

38. I am satisfied with the processes used to fill vacancies at this installation/activity.	46%
36. When promotions are made at this installation/activity, the best-qualified people are selected.	45%
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.	44%
35. Employees at this installation/activity have an equal chance to compete for promotions.	43%
33. Management rewards employees who show initiative and innovation.	39%
29. My supervisor provides me with career counseling.	35%
34. Management keeps employees informed.	31%
32. Management makes timely decisions.	31%
15. I frequently think about quitting my job.*	27%
21. I would recommend that others pursue a career as a civilian with this organization.	25%

* Item is phrased in a negative manner.

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* Item is phrased in a negative manner.

Composite Summary

**Civilian Employees – FY03
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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>			
Satisfaction with Civilian Personnel Service						
	Total Army	<div><div>57%</div></div>	<div><div>24%</div></div>	<div><div>19%</div></div>	↑1	33,830
	MEDCOM	<div><div>55%</div></div>	<div><div>25%</div></div>	<div><div>20%</div></div>	0	3,564
Fort Jackson Hospital	<div><div>57%</div></div>	<div><div>19%</div></div>	<div><div>24%</div></div>	↓4	112	
Satisfaction with Job *						
	Total Army	<div><div>65%</div></div>	<div><div>16%</div></div>	<div><div>19%</div></div>	↑1	33,914
	MEDCOM	<div><div>63%</div></div>	<div><div>17%</div></div>	<div><div>20%</div></div>	↓1	3,561
Fort Jackson Hospital	<div><div>61%</div></div>	<div><div>15%</div></div>	<div><div>24%</div></div>	↓9	110	
Satisfaction with Career						
	Total Army	<div><div>59%</div></div>	<div><div>20%</div></div>	<div><div>22%</div></div>	↑3	33,887
	MEDCOM	<div><div>60%</div></div>	<div><div>20%</div></div>	<div><div>20%</div></div>	↓2	3,560
Fort Jackson Hospital	<div><div>66%</div></div>	<div><div>16%</div></div>	<div><div>18%</div></div>	↓2	110	
Satisfaction with First Line Supervisor						
	Total Army	<div><div>63%</div></div>	<div><div>16%</div></div>	<div><div>20%</div></div>	↓1	33,768
	MEDCOM	<div><div>62%</div></div>	<div><div>16%</div></div>	<div><div>22%</div></div>	↓3	3,551
Fort Jackson Hospital	<div><div>61%</div></div>	<div><div>14%</div></div>	<div><div>24%</div></div>	↓15	111	

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>			
Satisfaction with Management						
	Total Army	49%	23%	28%	↓1	33,476
	MEDCOM	48%	22%	29%	↓4	3,513
	Fort Jackson Hospital	50%	20%	30%	↓21	111
Satisfaction with Job Placement/Promotion System						
	Total Army	31%	27%	41%	↓2	32,397
	MEDCOM	26%	30%	45%	↓3	3,375
	Fort Jackson Hospital	21%	26%	53%	↓2	105
Satisfaction with Awards and Recognition						
	Total Army	43%	26%	31%	↑4	33,452
	MEDCOM	37%	27%	36%	↑1	3,516
	Fort Jackson Hospital	37%	29%	34%	↓9	110
Satisfaction with Discipline/Grievances/EEO Procedures *						
	Total Army	39%	34%	27%	↓1	31,422
	MEDCOM	37%	36%	27%	↓3	3,322
	Fort Jackson Hospital	35%	33%	32%	↓8	103




* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	<div><div></div> = Favorable</div>	<div><div></div> = Neutral</div>	<div><div></div> = Unfavorable</div>		
Satisfaction with Work Group					
	Total Army	<div><div>74%</div><div>15%</div><div>11%</div></div>		↓2	33,457
	MEDCOM	<div><div>70%</div><div>15%</div><div>14%</div></div>		↓6	3,526
Fort Jackson Hospital	<div><div>70%</div><div>16%</div><div>15%</div></div>		↓15	111	
Satisfaction with Training and Development					
	Total Army	<div><div>61%</div><div>17%</div><div>22%</div></div>		↓1	33,465
	MEDCOM	<div><div>59%</div><div>17%</div><div>24%</div></div>		↓3	3,519
Fort Jackson Hospital	<div><div>61%</div><div>16%</div><div>22%</div></div>		↓15	111	
Satisfaction with Fairness *					
	Total Army	<div><div>47%</div><div>33%</div><div>20%</div></div>		0	30,818
	MEDCOM	<div><div>48%</div><div>35%</div><div>17%</div></div>		↓1	3,255
Fort Jackson Hospital	<div><div>49%</div><div>34%</div><div>17%</div></div>		↑2	101	
Satisfaction with Physical Conditions					
	Total Army	<div><div>64%</div><div>17%</div><div>18%</div></div>		↓1	33,528
	MEDCOM	<div><div>64%</div><div>17%</div><div>20%</div></div>		↓2	3,518
Fort Jackson Hospital	<div><div>71%</div><div>11%</div><div>18%</div></div>		↓14	110	
Civilian Workplace Morale *					
	Total Army	<div><div>55%</div><div>20%</div><div>25%</div></div>		0	33,982
	MEDCOM	<div><div>54%</div><div>20%</div><div>26%</div></div>		↓2	3,569
Fort Jackson Hospital	<div><div>54%</div><div>18%</div><div>29%</div></div>		↓11	111	











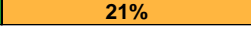

* Composite includes reverse-scored items.

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Composite Summary		PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
		 = Favorable	 = Neutral	 = Unfavorable		
Your Organization *						
	Total Army	55%	23%	22%	--	33,558
	MEDCOM	52%	23%	25%	--	3,523
	Fort Jackson Hospital	52%	23%	24%	--	109
Performance Culture						
	Total Army	62%	18%	20%	--	33,378
	MEDCOM	65%	16%	19%	--	3,504
	Fort Jackson Hospital	66%	16%	18%	--	108
Strategic Planning *						
	Total Army	59%	21%	20%	--	33,303
	MEDCOM	60%	21%	19%	--	3,492
	Fort Jackson Hospital	64%	18%	18%	--	107
Customer Satisfaction						
	Total Army	78%	16%	6%	--	32,983
	MEDCOM	77%	16%	7%	--	3,477
	Fort Jackson Hospital	78%	15%	7%	--	107

* Composite includes reverse-scored items.

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Composite Summary		PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
		 = Favorable	 = Neutral	 = Unfavorable		
Diversity	Total Army	  			↑1	32,765
	MEDCOM	  			0	3,444
	Fort Jackson Hospital	  			↓2	103

Item Detail

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Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
1. My immediate supervisor is (do not consider team leaders):			
Total Army			
Military	14%	↓1	3,466
Civilian	86%	↑1	20,654
MEDCOM			
Military	43%	↓3	1,071
Civilian	57%	↑3	1,447
Fort Jackson Hospital			
Military	38%	↓32	33
Civilian	62%	↑32	54

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Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Satisfaction with Civilian Personnel Service													
	Total Army	57%24%19%			14	43	24	13	6	↑1	3.46	0.88	33,830
	MEDCOM	55%25%20%			13	42	25	13	7	0	3.41	0.89	3,564
	Fort Jackson Hospital	57%19%24%			13	45	19	14	10	↓4	3.40	1.00	112
	Total Army	71%19%10%			18	53	19	7	3	0	3.77	0.93	32,096
	MEDCOM	70%19%10%			17	53	19	7	3	0	3.74	0.93	3,411
	Fort Jackson Hospital	73%12%15%			18	55	12	10	5	↓4	3.72	1.03	109
2. The personnel office treats people courteously.													
3. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.													
Total Army													
MEDCOM													
Fort Jackson Hospital													

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Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.													
	Total Army	61%	21%	18%	14	47	21	13	6	↑1	3.51	1.06	32,099
	MEDCOM	60%	21%	19%	14	47	21	13	6	↓2	3.49	1.06	3,424
	Fort Jackson Hospital	61%	16%	23%	10	51	16	15	8	↑1	3.40	1.11	110
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.													
	Total Army	51%	21%	28%	13	38	21	20	8	↑1	3.27	1.16	32,375
	MEDCOM	51%	22%	27%	12	38	22	19	8	0	3.28	1.15	3,431
	Fort Jackson Hospital	56%	16%	27%	13	44	16	19	8	↓3	3.34	1.17	110
6. The staff of the personnel office acts with integrity.													
	Total Army	62%	27%	11%	16	45	27	7	4	↑2	3.63	0.97	31,007
	MEDCOM	60%	29%	11%	15	45	29	7	4	↑1	3.60	0.97	3,286
	Fort Jackson Hospital	62%	23%	15%	15	47	23	7	7	↓3	3.54	1.08	107

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Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).													
	Total Army	65%	19%	16%	19	46	19	11	6	↑1	3.62	1.08	31,293
	MEDCOM	63%	20%	17%	18	45	20	10	6	0	3.58	1.09	3,251
	Fort Jackson Hospital	67%	18%	16%	16	51	18	9	7	↑4	3.60	1.07	102
8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.													
	Total Army	55%	31%	14%	13	42	31	9	5	0	3.48	1.00	26,362
	MEDCOM	54%	30%	17%	12	41	30	10	6	↓1	3.43	1.04	2,883
	Fort Jackson Hospital	56%	21%	22%	11	45	21	10	12	0	3.33	1.18	89
9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker’s compensation.													
	Total Army	48%	28%	24%	12	36	28	16	8	↑1	3.29	1.11	28,772
	MEDCOM	46%	28%	26%	12	35	28	17	9	↓1	3.23	1.13	3,079
	Fort Jackson Hospital	43%	26%	32%	10	33	26	18	14	↓10	3.07	1.21	101

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.											
	Total Army	<div><div>48%</div><div>30%</div><div>22%</div></div>	11	37	30	15	8	0	3.29	1.09	29,052
	MEDCOM	<div><div>47%</div><div>29%</div><div>24%</div></div>	11	36	29	16	8	↑1	3.25	1.11	3,043
	Fort Jackson Hospital	<div><div>47%</div><div>24%</div><div>29%</div></div>	9	38	24	18	11	0	3.16	1.17	89
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.											
	Total Army	<div><div>47%</div><div>27%</div><div>26%</div></div>	11	36	27	17	9	↓1	3.23	1.14	30,510
	MEDCOM	<div><div>40%</div><div>28%</div><div>32%</div></div>	9	31	28	20	13	↓1	3.04	1.17	3,177
	Fort Jackson Hospital	<div><div>44%</div><div>16%</div><div>39%</div></div>	9	35	16	22	18	↓14	2.97	1.29	97
12. Overall, the quality of service given by the personnel office is:											
	Total Army	<div><div>58%</div><div>25%</div><div>17%</div></div>	13	45	25	12	5	↑2	3.48	1.03	31,973
	MEDCOM	<div><div>55%</div><div>26%</div><div>19%</div></div>	12	43	26	13	6	0	3.42	1.05	3,328
	Fort Jackson Hospital	<div><div>57%</div><div>21%</div><div>22%</div></div>	13	44	21	12	10	↓2	3.39	1.16	105

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div></div> % Favorable <div></div> % Neutral <div></div> % Unfavorable </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
13. Overall, the timeliness of service given by the personnel office is:										
Total Army	<div> <div>54%</div> <div>26%</div> <div>20%</div> </div>	12	42	26	13	7	↑2	3.39	1.07	31,644
MEDCOM	<div> <div>52%</div> <div>27%</div> <div>21%</div> </div>	11	41	27	13	8	↑1	3.35	1.08	3,274
Fort Jackson Hospital	<div> <div>56%</div> <div>20%</div> <div>25%</div> </div>	11	44	20	12	12	↓4	3.30	1.20	106

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Satisfaction with Job*													
	Total Army	65%16%19%			25	40	16	13	6	↑1	3.64	0.95	33,914
	MEDCOM	63%17%20%			24	39	17	13	7	↓1	3.61	0.95	3,561
	Fort Jackson Hospital	61%15%24%			23	38	15	14	10	↓9	3.50	1.02	110
	Total Army	71%10%19%			25	45	10	13	7	↓1	3.71	1.17	33,843
	MEDCOM	72%9%19%			28	44	9	12	7	↓2	3.74	1.19	3,552
	Fort Jackson Hospital	69%9%22%			25	44	9	11	11	↓11	3.61	1.28	109
14. My job makes good use of my abilities.													
	Total Army	57%18%25%			28	29	18	16	9	↑4	3.51	1.29	33,478
	MEDCOM	53%20%27%			25	28	20	18	10	↑4	3.40	1.30	3,511
	Fort Jackson Hospital	53%15%32%			24	29	15	18	14	↓10	3.31	1.38	109
	Total Army	66%18%17%			21	45	18	12	5	↓1	3.65	1.09	33,816
	MEDCOM	63%19%19%			20	42	19	13	6	↓3	3.58	1.13	3,545
	Fort Jackson Hospital	56%18%25%			15	42	18	15	10	↓14	3.35	1.20	110
15. I frequently think about quitting my job.*													
	Total Army	57%18%25%			28	29	18	16	9	↑4	3.51	1.29	33,478
	MEDCOM	53%20%27%			25	28	20	18	10	↑4	3.40	1.30	3,511
	Fort Jackson Hospital	53%15%32%			24	29	15	18	14	↓10	3.31	1.38	109
	Total Army	66%18%17%			21	45	18	12	5	↓1	3.65	1.09	33,816
	MEDCOM	63%19%19%			20	42	19	13	6	↓3	3.58	1.13	3,545
	Fort Jackson Hospital	56%18%25%			15	42	18	15	10	↓14	3.35	1.20	110
16. I find my work challenging.													
	Total Army	66%18%17%			21	45	18	12	5	↓1	3.65	1.09	33,816
	MEDCOM	63%19%19%			20	42	19	13	6	↓3	3.58	1.13	3,545
	Fort Jackson Hospital	56%18%25%			15	42	18	15	10	↓14	3.35	1.20	110
	Total Army	66%18%17%			21	45	18	12	5	↓1	3.65	1.09	33,816
	MEDCOM	63%19%19%			20	42	19	13	6	↓3	3.58	1.13	3,545
	Fort Jackson Hospital	56%18%25%			15	42	18	15	10	↓14	3.35	1.20	110

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
17. I am often bored with my job.*										
Total Army	63% 19% 18%	27	36	19	13	5	↑4	3.66	1.15	33,660
MEDCOM	64% 18% 18%	27	37	18	13	5	↑5	3.68	1.14	3,533
Fort Jackson Hospital	67% 13% 20%	28	39	13	14	6	↑13	3.69	1.20	110
18. All in all, I am satisfied with my job.										
Total Army	67% 17% 16%	23	44	17	10	6	↓1	3.68	1.10	33,766
MEDCOM	66% 17% 17%	22	44	17	11	6	↓2	3.65	1.13	3,544
Fort Jackson Hospital	59% 20% 21%	23	36	20	11	10	↓23	3.50	1.24	109

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
19. I would recommend that others pursue a career as a civilian with the Federal Government.													
	Total Army	59%20%22%			20	39	20	12	9	↑3	3.48	1.11	33,887
	MEDCOM	60%20%20%			21	39	20	11	8	↓2	3.54	1.09	3,560
	Fort Jackson Hospital	66%16%18%			23	43	16	8	11	↓2	3.61	1.11	110
	Total Army	66%17%17%			22	44	17	10	7	↑4	3.64	1.13	33,796
	MEDCOM	68%18%15%			23	44	18	8	6	↓1	3.70	1.11	3,549
	Fort Jackson Hospital	74%15%12%			25	49	15	5	7	↑2	3.79	1.09	110
	20. I would recommend that others pursue a career as a civilian with the Army.												
Total Army		59%20%21%			19	40	20	12	9	↑3	3.48	1.18	33,670
MEDCOM		61%20%19%			20	40	20	10	8	↓1	3.54	1.17	3,545
Fort Jackson Hospital		67%15%17%			25	43	15	6	11	↓3	3.64	1.23	110
Total Army		59%20%21%			19	40	20	12	9	↑3	3.48	1.18	33,670
MEDCOM		61%20%19%			20	40	20	10	8	↓1	3.54	1.17	3,545
Fort Jackson Hospital		67%15%17%			25	43	15	6	11	↓3	3.64	1.23	110
21. I would recommend that others pursue a career as a civilian with this organization.													
	Total Army	52%21%27%			18	35	21	15	12	↑2	3.31	1.26	33,763
	MEDCOM	53%22%25%			19	34	22	15	11	↓1	3.36	1.24	3,541
	Fort Jackson Hospital	57%17%26%			21	36	17	12	14	↓5	3.39	1.32	109
	Total Army	52%21%27%			18	35	21	15	12	↑2	3.31	1.26	33,763
	MEDCOM	53%22%25%			19	34	22	15	11	↓1	3.36	1.24	3,541
	Fort Jackson Hospital	57%17%26%			21	36	17	12	14	↓5	3.39	1.32	109

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with First Line Supervisor	Total Army	63%	16%	20%			↓1	3.60	1.05	33,768
	MEDCOM	62%	16%	22%			↓3	3.56	1.09	3,551
	Fort Jackson Hospital	61%	14%	24%			↓15	3.49	1.14	111
22. My supervisor clearly outlines the goals and priorities for my work.	Total Army	61%	16%	23%			↓2	3.51	1.18	33,642
	MEDCOM	63%	15%	22%			↓3	3.55	1.18	3,538
	Fort Jackson Hospital	65%	15%	20%			↓13	3.57	1.20	111
23. My supervisor lets me know how well I am doing my work.	Total Army	64%	15%	20%			↓1	3.59	1.17	33,622
	MEDCOM	65%	14%	21%			↓2	3.60	1.19	3,537
	Fort Jackson Hospital	67%	13%	21%			↓11	3.58	1.20	111
24. My supervisor keeps me informed about matters affecting my job and me.	Total Army	62%	16%	22%			↓2	3.54	1.20	33,603
	MEDCOM	61%	16%	23%			↓4	3.52	1.22	3,537
	Fort Jackson Hospital	61%	10%	29%			↓17	3.41	1.31	111

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
25. My supervisor gives me the support and backing I need to do my job well.													
	Total Army	64%	16%	19%	26	38	16	11	8	↓1	3.63	1.21	33,625
	MEDCOM	62%	16%	21%	26	37	16	11	10	↓3	3.57	1.26	3,538
	Fort Jackson Hospital	59%	18%	23%	22	37	18	13	11	↓21	3.46	1.26	111
26. My supervisor has a strong interest in the welfare of his/her employees.													
	Total Army	63%	18%	19%	29	35	18	10	9	↓2	3.64	1.24	33,500
	MEDCOM	60%	19%	22%	28	32	19	11	11	↓4	3.55	1.29	3,524
	Fort Jackson Hospital	56%	21%	23%	24	32	21	9	14	↓20	3.42	1.34	111
27. My supervisor is competent in handling the technical parts of his/her job.													
	Total Army	74%	13%	13%	33	41	13	6	6	↓1	3.88	1.12	33,278
	MEDCOM	71%	15%	14%	32	39	15	7	7	↓3	3.82	1.16	3,500
	Fort Jackson Hospital	73%	12%	15%	33	40	12	6	9	↓11	3.82	1.22	111
28. I feel free to go to my supervisor with questions or problems about my work.													
	Total Army	74%	10%	15%	34	41	10	8	7	↓1	3.86	1.17	33,620
	MEDCOM	71%	11%	18%	32	39	11	9	9	↓3	3.77	1.24	3,531
	Fort Jackson Hospital	68%	9%	23%	30	39	9	11	12	↓8	3.64	1.33	111

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
29. My supervisor provides me with career counseling.													
	Total Army	43%	24%	33%	16	27	24	20	13	0	3.12	1.27	32,795
	MEDCOM	41%	24%	35%	16	25	24	20	14	↓1	3.07	1.29	3,434
	Fort Jackson Hospital	40%	19%	42%	14	25	19	24	18	↓15	2.94	1.34	106

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N					
		5	4	3	2	1												
Satisfaction with Management																		
	Total Army	49%			23%		28%			13	36	23	17	12	↓1	3.23	1.08	33,476
	MEDCOM	48%			22%		29%			13	35	22	17	12	↓4	3.20	1.09	3,513
	Fort Jackson Hospital	50%			20%		30%			11	39	20	17	13	↓21	3.19	1.11	111
	Total Army	58%			22%		21%			15	43	22	12	8	0	3.44	1.14	33,182
	MEDCOM	57%			22%		20%			15	42	22	12	8	↓3	3.44	1.13	3,490
	Fort Jackson Hospital	59%			15%		26%			11	48	15	15	11	↓24	3.32	1.18	111
30. Management is competent.																		
	Total Army	56%			20%		24%			16	40	20	14	10	0	3.38	1.20	33,296
	MEDCOM	57%			19%		24%			16	41	19	13	10	↓2	3.39	1.21	3,499
	Fort Jackson Hospital	56%			16%		28%			13	43	16	17	11	↓17	3.30	1.21	111
31. Management treats employees with respect and consideration.																		
	Total Army	56%			20%		24%			16	40	20	14	10	0	3.38	1.20	33,296
	MEDCOM	57%			19%		24%			16	41	19	13	10	↓2	3.39	1.21	3,499
	Fort Jackson Hospital	56%			16%		28%			13	43	16	17	11	↓17	3.30	1.21	111
32. Management makes timely decisions.																		
	Total Army	42%			25%		32%			11	31	25	20	12	↓1	3.10	1.20	32,920
	MEDCOM	43%			26%		31%			11	32	26	19	12	↓4	3.12	1.19	3,466
	Fort Jackson Hospital	47%			25%		28%			9	38	25	16	12	↓17	3.16	1.17	110

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
33. Management rewards employees who show initiative and innovation.													
	Total Army	41%	24%	35%	12	29	24	20	16	0	3.03	1.26	32,521
	MEDCOM	38%	22%	39%	12	27	22	21	18	↓2	2.93	1.29	3,421
	Fort Jackson Hospital	42%	24%	35%	11	31	24	17	17	↓21	3.01	1.27	110
34. Management keeps employees informed.													
	Total Army	47%	23%	30%	12	35	23	18	12	↓3	3.17	1.21	33,176
	MEDCOM	46%	23%	31%	12	34	23	18	14	↓5	3.12	1.23	3,480
	Fort Jackson Hospital	46%	23%	31%	13	34	23	18	13	↓28	3.15	1.24	110

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
35. Employees at this installation/activity have an equal chance to compete for promotions.	Satisfaction with Job Placement/Promotion System												
	Total Army	31%27%41%			6	25	27	23	18	↓2	2.80	1.11	32,397
	MEDCOM	26%30%45%			5	21	30	24	21	↓3	2.67	1.08	3,375
	Fort Jackson Hospital	21%26%53%			5	16	26	29	24	↓2	2.55	1.13	105
	Total Army	40%22%38%			8	32	22	21	16	↓1	2.94	1.23	31,556
	MEDCOM	32%25%43%			6	26	25	24	19	↓3	2.76	1.21	3,246
	Fort Jackson Hospital	23%20%56%			6	17	20	33	23	↓9	2.50	1.20	98
	36. When promotions are made at this installation/activity, the best-qualified people are selected.												
Total Army		26%31%43%			5	21	31	24	19	↓2	2.69	1.16	30,693
MEDCOM		21%33%45%			4	17	33	24	21	↓4	2.59	1.13	3,133
Fort Jackson Hospital		17%30%53%			2	15	30	29	24	↓2	2.43	1.08	93
Total Army		30%30%40%			6	24	30	23	18	↓1	2.78	1.17	31,014
MEDCOM		24%32%44%			5	19	32	24	20	↓4	2.65	1.14	3,185
Fort Jackson Hospital		21%27%53%			3	18	27	29	24	0	2.47	1.13	97
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.													
	Total Army	30%30%40%			6	24	30	23	18	↓1	2.78	1.17	31,014
	MEDCOM	24%32%44%			5	19	32	24	20	↓4	2.65	1.14	3,185
	Fort Jackson Hospital	21%27%53%			3	18	27	29	24	0	2.47	1.13	97
	Total Army	30%30%40%			6	24	30	23	18	↓1	2.78	1.17	31,014
	MEDCOM	24%32%44%			5	19	32	24	20	↓4	2.65	1.14	3,185
	Fort Jackson Hospital	21%27%53%			3	18	27	29	24	0	2.47	1.13	97

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
	5	4	3	2	1								
38. I am satisfied with the processes used to fill vacancies at this installation/activity.													
	Total Army	<div><div></div>29%</div>	<div><div></div>28%</div>	<div><div></div>43%</div>	6	24	28	23	20	↓1	2.72	1.19	31,566
	MEDCOM	<div><div></div>25%</div>	<div><div></div>30%</div>	<div><div></div>46%</div>	5	20	30	24	22	↓2	2.62	1.17	3,255
	Fort Jackson Hospital	<div><div></div>24%</div>	<div><div></div>26%</div>	<div><div></div>50%</div>	8	16	26	25	25	↑3	2.57	1.25	100

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N					
		5	4	3	2	1												
Satisfaction with Awards and Recognition																		
	Total Army	43%			26%		31%			10	32	26	19	12	↑4	3.11	1.06	33,452
	MEDCOM	37%			27%		36%			10	27	27	20	16	↑1	2.95	1.10	3,516
	Fort Jackson Hospital	37%			29%		34%			10	27	29	16	17	↓9	2.97	1.13	110
39. When I do a good job, it is recognized.																		
	Total Army	53%			22%		26%			13	40	22	17	9	0	3.32	1.16	33,314
	MEDCOM	47%			21%		32%			12	35	21	19	13	↓3	3.15	1.23	3,501
	Fort Jackson Hospital	48%			21%		31%			13	35	21	15	15	↓14	3.15	1.28	110
40. When awards are given in my workgroup, they go to the people who earned them.																		
	Total Army	43%			28%		29%			10	33	28	17	11	↑11	3.13	1.16	31,189
	MEDCOM	38%			29%		34%			10	28	29	19	15	↑8	2.99	1.20	3,301
	Fort Jackson Hospital	37%			35%		28%			9	27	35	12	16	↓9	3.02	1.20	106
41. Employees at this installation/activity are treated fairly with regard to awards.																		
	Total Army	35%			29%		36%			8	27	29	22	14	↑4	2.93	1.17	30,959
	MEDCOM	29%			31%		40%			7	22	31	22	18	↑1	2.79	1.18	3,238
	Fort Jackson Hospital	30%			37%		34%			8	22	37	16	18	↓3	2.86	1.18	101

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div></div> % Favorable <div></div> % Neutral <div></div> % Unfavorable </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
42. If I perform my job especially well, I will receive an award.										
Total Army	<div> <div>40%</div> <div>27%</div> <div>33%</div> </div>	10	30	27	19	14	0	3.03	1.20	31,712
MEDCOM	<div> <div>33%</div> <div>27%</div> <div>40%</div> </div>	9	24	27	21	18	↓1	2.85	1.24	3,339
Fort Jackson Hospital	<div> <div>34%</div> <div>25%</div> <div>42%</div> </div>	10	24	25	21	21	↓6	2.82	1.29	106

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Discipline/Grievances- /EEO Procedures*										
	Total Army	39%	34%	27%			↓1	3.17	0.91	31,422
	MEDCOM	37%	36%	27%			↓3	3.12	0.91	3,322
	Fort Jackson Hospital	35%	33%	32%			↓8	3.07	0.96	103
43. If I filed a grievance, it would be held against me.*										
	Total Army	20%	36%	44%			↓1	2.66	1.05	25,438
	MEDCOM	23%	37%	40%			↓2	2.75	1.04	2,803
	Fort Jackson Hospital	22%	37%	42%			↓6	2.70	1.00	79
44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program.										
	Total Army	60%	29%	11%			↓2	3.60	0.95	29,475
	MEDCOM	58%	30%	11%			↓3	3.57	0.97	3,124
	Fort Jackson Hospital	62%	26%	13%			↓2	3.57	1.00	94
45. Employees at this installation/activity are treated fairly with regard to discipline.										
	Total Army	39%	33%	29%			↓1	3.08	1.09	27,862
	MEDCOM	33%	34%	32%			↓5	2.97	1.09	2,966
	Fort Jackson Hospital	30%	33%	37%			↓16	2.86	1.14	86

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
46. Employees at this installation/activity are treated fairly with regard to grievances and appeals.													
	Total Army	<div><div>33%</div></div>	<div><div>42%</div></div>	<div><div>25%</div></div>	7	27	42	16	9	↓2	3.06	1.03	24,684
	MEDCOM	<div><div>30%</div></div>	<div><div>42%</div></div>	<div><div>28%</div></div>	6	24	42	17	10	↓5	2.98	1.03	2,727
	Fort Jackson Hospital	<div><div>23%</div></div>	<div><div>39%</div></div>	<div><div>39%</div></div>	5	17	39	24	15	↓8	2.75	1.08	75

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Work Group	Total Army	74%	15%	11%			↓2	3.86	0.87	33,457
	MEDCOM	70%	15%	14%			↓6	3.76	0.94	3,526
	Fort Jackson Hospital	70%	16%	15%			↓15	3.68	1.00	111
47. The people I work with do a good job.	Total Army	82%	11%	6%			↓2	4.03	0.84	33,382
	MEDCOM	79%	13%	8%			↓4	3.95	0.90	3,516
	Fort Jackson Hospital	77%	13%	10%			↓13	3.85	1.03	110
48. My work group is well run.	Total Army	66%	18%	16%			↓3	3.69	1.08	33,160
	MEDCOM	63%	18%	19%			↓7	3.59	1.14	3,500
	Fort Jackson Hospital	60%	19%	21%			↓22	3.44	1.16	109
49. People in my work group work well together.	Total Army	74%	14%	12%			↓2	3.86	1.01	33,164
	MEDCOM	69%	15%	16%			↓5	3.73	1.10	3,495
	Fort Jackson Hospital	72%	15%	13%			↓12	3.73	1.14	109

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1									
Satisfaction with Training and Development															
	Total Army	61%			17%	22%	18	43	17	14	9	↓1	3.47	1.05	33,465
	MEDCOM	59%			17%	24%	18	41	17	15	10	↓3	3.42	1.08	3,519
	Fort Jackson Hospital	61%			16%	22%	15	46	16	12	10	↓15	3.44	1.06	111
	Total Army	61%			14%	25%	18	43	14	15	9	↓1	3.45	1.22	32,723
	MEDCOM	59%			15%	26%	18	41	15	16	10	↓3	3.40	1.24	3,432
	Fort Jackson Hospital	57%			17%	26%	15	42	17	15	11	↓14	3.35	1.22	109
50. My supervisor and I discuss my training and development needs at least once a year.															
	Total Army	61%			14%	25%	18	43	14	15	9	↓1	3.45	1.22	32,723
	MEDCOM	59%			15%	26%	18	41	15	16	10	↓3	3.40	1.24	3,432
	Fort Jackson Hospital	57%			17%	26%	15	42	17	15	11	↓14	3.35	1.22	109
51. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops).															
	Total Army	59%			18%	23%	17	42	18	14	9	↓1	3.43	1.19	33,152
	MEDCOM	58%			17%	25%	17	41	17	15	10	↓2	3.41	1.21	3,490
	Fort Jackson Hospital	62%			14%	23%	17	45	14	14	9	↓14	3.47	1.20	111
52. Management supports continued training and development.															
	Total Army	62%			19%	19%	19	43	19	11	8	↓2	3.54	1.16	32,920
	MEDCOM	59%			19%	22%	18	41	19	13	9	↓3	3.46	1.19	3,458
	Fort Jackson Hospital	65%			17%	18%	14	51	17	8	10	↓16	3.50	1.14	109

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
53. Managers/supervisors deal effectively with reports of prejudice and discrimination.*	Satisfaction with Fairness*												
	Total Army	47%	33%	20%	15	32	33	13	7	0	3.36	0.71	30,818
	MEDCOM	48%	35%	17%	14	34	35	11	6	↓1	3.39	0.72	3,255
	Fort Jackson Hospital	49%	34%	17%	13	36	34	10	7	↑2	3.41	0.64	101
	Total Army	46%	36%	19%	11	35	36	11	7	↓2	3.31	1.05	24,422
	MEDCOM	46%	35%	19%	11	35	35	10	9	↓3	3.30	1.08	2,742
	Fort Jackson Hospital	44%	39%	17%	8	36	39	7	11	↑8	3.24	1.06	75
	Total Army	33%	36%	30%	9	24	36	21	9	0	3.03	1.09	25,404
	MEDCOM	35%	36%	28%	9	26	36	19	9	↓1	3.08	1.09	2,755
	Fort Jackson Hospital	35%	40%	25%	5	29	40	15	11	↓3	3.04	1.05	75
54. If I complained of discrimination, it would be held against me.*													
	Total Army	60%	30%	10%	23	37	30	7	4	0	3.70	1.01	28,220
	MEDCOM	57%	31%	11%	21	36	31	7	4	↓1	3.63	1.02	3,026
	Fort Jackson Hospital	56%	30%	14%	25	31	30	10	4	0	3.62	1.09	93

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
56. Minority employees often get preferential treatment over non-minority employees.*													
	Total Army	40%	32%	27%	12	28	32	18	9	↓1	3.16	1.15	28,330
	MEDCOM	45%	33%	23%	13	31	33	14	8	↓1	3.27	1.12	3,025
	Fort Jackson Hospital	49%	31%	20%	14	35	31	10	10	↑2	3.34	1.15	91
57. Male employees often get preferential treatment over female employees.*													
	Total Army	51%	33%	16%	17	34	33	11	5	0	3.47	1.05	28,883
	MEDCOM	48%	36%	15%	14	34	36	11	5	↓1	3.43	1.01	3,039
	Fort Jackson Hospital	45%	33%	22%	11	34	33	14	8	↑1	3.27	1.09	88
58. Female employees often get preferential treatment over male employees.*													
	Total Army	49%	34%	17%	14	35	34	11	6	0	3.40	1.05	28,932
	MEDCOM	53%	37%	10%	14	39	37	6	3	↓1	3.54	0.93	3,041
	Fort Jackson Hospital	61%	33%	6%	14	47	33	6	0	0	3.70	0.79	90

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.													
	Total Army	64%	17%	18%	14	51	17	12	6	↓1	3.54	0.87	33,528
	MEDCOM	64%	17%	20%	13	50	17	13	6	↓2	3.51	0.88	3,518
	Fort Jackson Hospital	71%	11%	18%	16	56	11	12	6	↓14	3.62	0.91	110
	Total Army	61%	15%	23%	12	49	15	16	7	↓1	3.43	1.11	33,380
	MEDCOM	60%	15%	25%	12	48	15	18	8	↓4	3.39	1.13	3,505
	Fort Jackson Hospital	67%	8%	25%	14	54	8	17	7	↓17	3.49	1.15	110
60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).													
	Total Army	62%	19%	19%	15	47	19	13	6	0	3.51	1.08	32,635
	MEDCOM	59%	19%	21%	13	46	19	14	7	0	3.45	1.10	3,422
	Fort Jackson Hospital	71%	12%	17%	19	52	12	11	6	↓13	3.67	1.08	107
61. Employees are protected from health and safety hazards on the job.													
	Total Army	70%	18%	13%	14	55	18	8	4	↑1	3.68	0.96	32,990
	MEDCOM	72%	16%	12%	15	57	16	8	4	↓1	3.70	0.95	3,455
	Fort Jackson Hospital	76%	13%	11%	15	61	13	7	5	↓12	3.75	0.95	107

Supplemental Item Detail

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1						
Your Organization*	Total Army	<div><div>55%</div><div>23%</div><div>22%</div></div>			12	43	23	15	7	3.37	0.72	33,558
	MEDCOM	<div><div>52%</div><div>23%</div><div>25%</div></div>			11	40	23	16	9	3.29	0.78	3,523
	Fort Jackson Hospital	<div><div>52%</div><div>23%</div><div>24%</div></div>			9	43	23	13	11	3.25	0.83	109
	62. There is a good working relationship between civilian and military personnel.											
	Total Army	<div><div>74%</div><div>16%</div><div>10%</div></div>			17	57	16	7	3	3.79	0.90	30,519
	MEDCOM	<div><div>67%</div><div>16%</div><div>18%</div></div>			16	51	16	12	5	3.59	1.06	3,470
	Fort Jackson Hospital	<div><div>61%</div><div>17%</div><div>22%</div></div>			8	53	17	10	12	3.35	1.15	108
	63. There is a good working relationship between civilian/military personnel and contractors.											
	Total Army	<div><div>72%</div><div>20%</div><div>8%</div></div>			14	58	20	6	2	3.75	0.84	29,604
	MEDCOM	<div><div>65%</div><div>22%</div><div>12%</div></div>			14	52	22	9	4	3.63	0.95	3,228
Fort Jackson Hospital	<div><div>68%</div><div>23%</div><div>9%</div></div>			10	58	23	6	3	3.66	0.86	97	
64. Civilians are made to feel that they are an important part of the Army team.												
Total Army	<div><div>64%</div><div>19%</div><div>16%</div></div>			14	50	19	12	5	3.57	1.02	32,721	
MEDCOM	<div><div>56%</div><div>19%</div><div>25%</div></div>			13	43	19	17	8	3.35	1.15	3,499	
Fort Jackson Hospital	<div><div>54%</div><div>19%</div><div>27%</div></div>			9	45	19	15	12	3.25	1.18	109	

* Composite includes reverse-scored items.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
65. Civilian supervisors are concerned about civilian employee job satisfaction.												
	Total Army	52%	25%	23%	11	41	25	15	7	3.32	1.09	31,419
	MEDCOM	50%	28%	22%	11	40	28	14	8	3.31	1.09	2,995
	Fort Jackson Hospital	46%	29%	25%	10	36	29	10	14	3.18	1.20	97
66. Military supervisors are concerned about civilian employee job satisfaction.												
	Total Army	43%	34%	22%	10	33	34	14	8	3.23	1.07	25,642
	MEDCOM	43%	27%	31%	10	32	27	19	12	3.10	1.18	3,268
	Fort Jackson Hospital	37%	27%	36%	9	28	27	19	17	2.93	1.22	103
67. I am satisfied with the amount of involvement I have in decisions that affect my work.												
	Total Army	52%	20%	28%	11	41	20	19	9	3.26	1.16	33,224
	MEDCOM	48%	20%	32%	11	38	20	21	11	3.15	1.20	3,487
	Fort Jackson Hospital	47%	15%	38%	12	35	15	20	18	3.04	1.32	108
68. My work productivity is reduced by unnecessary rules and regulations.*												
	Total Army	33%	31%	36%	6	27	31	25	11	2.93	1.09	32,729
	MEDCOM	36%	32%	32%	7	29	32	23	9	3.02	1.08	3,433
	Fort Jackson Hospital	37%	33%	30%	8	29	33	18	12	3.04	1.14	107

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
69. There is good communication between work groups/work units in my organization.												
	Total Army	49%	23%	28%	9	40	23	20	8	3.22	1.10	32,864
	MEDCOM	43%	26%	31%	8	35	26	21	10	3.09	1.13	3,447
	Fort Jackson Hospital	41%	33%	26%	5	36	33	11	15	3.04	1.13	106
70. I feel my job is secure.												
	Total Army	51%	21%	28%	11	40	21	16	12	3.22	1.19	32,968
	MEDCOM	54%	22%	24%	11	42	22	14	10	3.30	1.16	3,466
	Fort Jackson Hospital	65%	21%	14%	11	53	21	9	6	3.56	1.00	105
71. My organization encourages creative solutions and new practices/ways of doing business.												
	Total Army	51%	25%	24%	10	40	25	15	9	3.29	1.11	32,800
	MEDCOM	48%	28%	25%	9	38	28	15	9	3.23	1.11	3,441
	Fort Jackson Hospital	52%	27%	21%	6	46	27	11	9	3.27	1.06	106
72. The amount of work I am expected to do is reasonable.												
	Total Army	68%	15%	17%	11	57	15	12	6	3.55	1.02	33,297
	MEDCOM	65%	15%	19%	10	55	15	13	7	3.50	1.05	3,499
	Fort Jackson Hospital	69%	12%	19%	6	62	12	11	8	3.48	1.05	109

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div>% Favorable</div><div>% Neutral</div><div>% Unfavorable</div></div>	Category Percents					Mean	Std Dev	Valid N				
		5	4	3	2	1							
73. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.													
	Total Army	56%	16%	28%	10	46	16	19	10	3.27	1.16	33,097	
	MEDCOM	54%	16%	30%	10	44	16	19	11	3.23	1.18	3,474	
	Fort Jackson Hospital	59%	19%	21%	8	51	19	11	10	3.36	1.11	108	
	74. Compared to other organizations, how would you rate your organization as a place to work?												
		Total Army	49%	32%	19%	19	30	32	13	6	3.42	1.12	32,021
		MEDCOM	44%	35%	22%	17	27	35	14	7	3.32	1.13	3,367
		Fort Jackson Hospital	43%	31%	26%	13	30	31	17	9	3.22	1.14	105

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1								
Performance Culture														
	Total Army	62%			18%	20%	16	46	18	14	6	3.54	0.80	33,378
	MEDCOM	65%			16%	19%	18	47	16	13	6	3.59	0.80	3,504
	Fort Jackson Hospital	66%			16%	18%	18	48	16	12	6	3.62	0.83	108
	75. Corrective actions are taken when employees do not meet performance standards.													
	Total Army	28%			30%	42%	4	24	30	29	13	2.76	1.07	27,667
	MEDCOM	32%			29%	38%	4	28	29	26	12	2.87	1.09	2,979
	Fort Jackson Hospital	30%			33%	37%	3	27	33	27	10	2.86	1.04	86
	76. My performance appraisal is a fair reflection of my performance.													
	Total Army	73%			14%	13%	20	53	14	8	4	3.76	1.00	31,624
MEDCOM	73%			13%	13%	21	52	13	8	5	3.76	1.04	3,312	
Fort Jackson Hospital	76%			13%	11%	21	55	13	7	4	3.81	0.99	96	
77. I know what is expected of me on the job.														
Total Army	81%			10%	9%	23	57	10	6	3	3.92	0.91	33,196	
MEDCOM	84%			8%	8%	27	57	8	5	3	4.00	0.89	3,477	
Fort Jackson Hospital	85%			6%	8%	26	59	6	4	5	3.98	0.95	108	

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div><div></div> % Favorable</div> <div><div></div> % Neutral</div> <div><div></div> % Unfavorable</div>			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
Strategic Planning*												
	Total Army	59%	21%	20%	13	46	21	15	5	3.45	0.76	33,303
	MEDCOM	60%	21%	19%	13	46	21	14	5	3.49	0.73	3,492
	Fort Jackson Hospital	64%	18%	18%	14	50	18	13	5	3.56	0.71	107
78. Managers communicate the organization's strategic mission, vision, and priorities.												
	Total Army	57%	22%	21%	11	46	22	15	6	3.41	1.07	32,815
	MEDCOM	60%	21%	19%	12	48	21	13	6	3.48	1.05	3,441
	Fort Jackson Hospital	70%	17%	12%	17	53	17	9	4	3.71	0.98	105
79. Productivity in my work group/work unit is hurt by a lack of planning.*												
	Total Army	39%	28%	33%	7	31	28	25	8	3.05	1.08	32,480
	MEDCOM	38%	29%	34%	7	30	29	26	7	3.04	1.07	3,400
	Fort Jackson Hospital	41%	27%	32%	6	35	27	26	6	3.09	1.04	103
80. I know how my work relates to my organization's mission and goals.												
	Total Army	79%	13%	7%	19	60	13	5	2	3.89	0.84	32,992
	MEDCOM	81%	13%	6%	20	61	13	4	2	3.94	0.80	3,453
	Fort Jackson Hospital	81%	9%	9%	20	61	9	5	5	3.87	0.95	106

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1								
Customer Satisfaction														
	Total Army	78%			16%	6%	26	52	16	5	1	3.95	0.67	32,983
	MEDCOM	77%			16%	7%	29	49	16	5	2	3.98	0.65	3,477
	Fort Jackson Hospital	78%			15%	7%	34	44	15	5	2	4.05	0.64	107
	81. I clearly understand who my customer(s) is/are.													
	Total Army	92%			5%		38	54	5	2	1	4.26	0.72	32,912
	MEDCOM	96%					47	49	3	1	0	4.40	0.63	3,466
	Fort Jackson Hospital	99%					59	40	0	1	0	4.57	0.55	107
	82. Products and services in my work group/work unit are improved based on customer input.													
Total Army	64%			25%	11%	17	47	25	9	2	3.68	0.93	31,179	
MEDCOM	60%			27%	14%	17	42	27	11	3	3.60	0.99	3,268	
Fort Jackson Hospital	60%			27%	13%	18	41	27	10	4	3.61	1.02	104	
83. Customers are satisfied with the products and services my work group/work unit provides.														
Total Army	77%			18%	5%	21	56	18	4	1	3.91	0.81	31,252	
MEDCOM	76%			18%	6%	22	55	18	4	2	3.90	0.84	3,302	
Fort Jackson Hospital	76%			18%	6%	24	52	18	4	2	3.92	0.87	100	

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1									
Diversity															
	Total Army	68%			20%	12%	20	48	20	8	4	↑1	3.72	0.92	32,765
	MEDCOM	67%			21%	12%	21	46	21	8	5	0	3.71	0.94	3,444
	Fort Jackson Hospital	64%			21%	15%	16	49	21	8	7	↓2	3.59	0.97	103
	84. Managers/supervisors/team leaders work well with employees of different backgrounds.														
	Total Army	67%			20%	12%	16	51	20	8	4	0	3.68	0.98	32,024
	MEDCOM	66%			21%	14%	18	48	21	8	5	↓1	3.65	1.03	3,382
	Fort Jackson Hospital	63%			21%	17%	13	50	21	8	9	↓10	3.50	1.10	102
85. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.															
	Total Army	68%			20%	12%	23	45	20	8	4	↑2	3.76	1.02	31,781
	MEDCOM	68%			21%	11%	24	44	21	7	4	↑1	3.77	1.02	3,367
	Fort Jackson Hospital	66%			21%	13%	18	48	21	8	5	↑6	3.67	1.02	103

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Harassment			
86. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?			
Total Army			
Yes	8%	0	2,536
No	92%	0	30,649
MEDCOM			
Yes	10%	↓1	334
No	90%	↑1	3,148
Fort Jackson Hospital			
Yes	8%	↓14	9
No	92%	↑14	99
87. If you were harassed, did you report the incident?			
Total Army			
Yes	7%	↑3	185
No	93%	↓3	2,610
MEDCOM			
Yes	7%	↑2	23
No	93%	↓2	300
Fort Jackson Hospital			
Yes	29%	--	4
No	71%	--	10
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Total Army			
Yes	3%	↓1	35
No	66%	↑1	756
Don't Know	31%	↓10	360

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
MEDCOM			
Yes	1%	↓6	1
No	68%	↑6	87
Don't Know	31%	↓4	40
Fort Jackson Hospital			
Yes	0%	--	0
No	83%	--	5
Don't Know	17%	--	1

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Army Knowledge Online (AKO)			
89. How frequently do you access Army Knowledge Online (AKO)?			
Total Army			
Once a month or less often	43%	--	14,289
2–3 times a month	14%	--	4,728
1–2 times a week	11%	--	3,738
3–4 times a week	6%	--	2,044
Almost every day	9%	--	3,122
Does not apply – I do not access AKO	16%	--	5,346
MEDCOM			
Once a month or less often	45%	--	1,570
2–3 times a month	12%	--	407
1–2 times a week	10%	--	357
3–4 times a week	5%	--	171
Almost every day	7%	--	246
Does not apply – I do not access AKO	21%	--	738
Fort Jackson Hospital			
Once a month or less often	39%	--	42
2–3 times a month	6%	--	6
1–2 times a week	6%	--	7
3–4 times a week	1%	--	1
Almost every day	7%	--	8
Does not apply – I do not access AKO	41%	--	44
90. How easy or difficult is it for you to navigate the AKO web site?			
Total Army			
Very difficult	4%	--	1,027
Difficult	11%	--	3,217
Neither easy nor difficult	30%	--	8,280
Easy	32%	--	8,847
Very easy	12%	--	3,317
Not sure – I do not use AKO very often	12%	--	3,309

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
90. How easy or difficult is it for you to navigate the AKO web site?			
MEDCOM			
Very difficult	5%	--	130
Difficult	12%	--	333
Neither easy nor difficult	27%	--	755
Easy	30%	--	822
Very easy	12%	--	345
Not sure – I do not use AKO very often	14%	--	380
Fort Jackson Hospital			
Very difficult	5%	--	3
Difficult	14%	--	9
Neither easy nor difficult	21%	--	14
Easy	20%	--	13
Very easy	18%	--	12
Not sure – I do not use AKO very often	23%	--	15
91. Have you arranged to have your AKO emails forwarded?			
Total Army			
No	5%	--	981
No, I did not know I could do that	26%	--	5,444
Yes, to my home or personal email address	4%	--	744
Yes, to my work site email address	65%	--	13,519
MEDCOM			
No	6%	--	121
No, I did not know I could do that	44%	--	828
Yes, to my home or personal email address	5%	--	93
Yes, to my work site email address	45%	--	857
Fort Jackson Hospital			
No	15%	--	6
No, I did not know I could do that	56%	--	22
Yes, to my home or personal email address	0%	--	0
Yes, to my work site email address	28%	--	11

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Army Civilian Personnel OnLine (CPOL) Applications 92. I find the information in PERMISS (Personnel Management and Information Support System) section of CPOL useful.	Total Army	53%	37%	10%			↓1	3.51	0.88	19,569
	MEDCOM	56%	34%	10%			↑1	3.55	0.89	2,142
	Fort Jackson Hospital	74%	21%				↓1	3.79	0.81	62
	Total Army	68%	21%	11%			↓8	3.67	0.93	25,536
	MEDCOM	68%	20%	12%			↓9	3.66	0.96	2,682
	Fort Jackson Hospital	82%	8%	10%			↓6	3.83	0.83	84
	Total Army	54%	24%	23%			↓10	3.34	1.10	24,214
	MEDCOM	55%	22%	23%			↓12	3.36	1.11	2,564
93. The Vacancy Announcement section of CPOL is useful.	Fort Jackson Hospital	64%	22%	14%			↓11	3.58	1.08	64
	Total Army	54%	23%	23%			↓10	3.35	1.15	24,366
	MEDCOM	53%	23%	24%			↓13	3.32	1.16	2,568
	Fort Jackson Hospital	63%	24%	13%			↑30	3.65	1.03	63
94. The Resume Builder tool is easy to use.	Total Army	54%	23%	23%			↓10	3.35	1.15	24,366
	MEDCOM	53%	23%	24%			↓13	3.32	1.16	2,568
	Fort Jackson Hospital	63%	24%	13%			↑30	3.65	1.03	63
95. It is easy to apply for jobs being filled through RESUMIX.	Total Army	54%	23%	23%			↓10	3.35	1.15	24,366
	MEDCOM	53%	23%	24%			↓13	3.32	1.16	2,568
	Fort Jackson Hospital	63%	24%	13%			↑30	3.65	1.03	63

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail		% Favorable % Neutral % Unfavorable			Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1							
Family Friendly Flexibilities (Importance)													
96a. How important is telework/telecommuting to you?													
	Total Army	35%	34%	31%	31	16	19	23	11	--	3.31	1.40	32,900
	MEDCOM	35%	34%	32%	32	14	20	22	11	--	3.33	1.41	3,432
	Fort Jackson Hospital	28%	36%	37%	37	7	21	23	13	--	3.32	1.48	101
97a. How important are alternative work schedules to you?													
	Total Army	61%	26%	13%	13	38	23	19	8	--	3.31	1.14	33,140
	MEDCOM	57%	28%	15%	15	35	22	19	9	--	3.28	1.18	3,453
	Fort Jackson Hospital	51%	29%	20%	20	28	23	19	9	--	3.31	1.26	108
98a. How important are child care subsidies to you?													
	Total Army	20%	15%	65%	65	12	8	11	5	--	4.22	1.23	32,950
	MEDCOM	23%	14%	63%	63	14	9	9	4	--	4.24	1.19	3,444
	Fort Jackson Hospital	19%	10%	71%	71	13	6	7	4	--	4.41	1.10	107
99a. How important are employee assistance programs to you?													
	Total Army	35%	41%	24%	24	18	17	27	14	--	3.10	1.39	32,738
	MEDCOM	41%	38%	21%	21	22	18	25	13	--	3.14	1.35	3,432
	Fort Jackson Hospital	43%	35%	22%	22	20	24	26	8	--	3.20	1.28	106

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
100a. How important are health and wellness programs to you?										
	Total Army	62%	30%	8%			--	3.14	1.14	32,778
	MEDCOM	65%	28%	8%			--	3.19	1.12	3,414
	Fort Jackson Hospital	66%	21%	13%			--	3.38	1.07	106
101a. How important are support groups to you?										
	Total Army	28%	40%	32%			--	3.24	1.50	32,848
	MEDCOM	36%	37%	27%			--	3.22	1.44	3,433
	Fort Jackson Hospital	35%	37%	28%			--	3.20	1.46	108
102a. How important are elder care programs to you?										
	Total Army	26%	34%	41%			--	3.47	1.51	32,697
	MEDCOM	29%	33%	38%			--	3.46	1.48	3,420
	Fort Jackson Hospital	34%	24%	42%			--	3.66	1.42	107

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Family Friendly Flexibilities (Availability)			
96b. Is telework/telecommuting available to you?			
Total Army			
Yes	17%	--	5,500
No	47%	--	15,558
Don't Know	36%	--	12,059
MEDCOM			
Yes	14%	--	488
No	43%	--	1,494
Don't Know	43%	--	1,487
Fort Jackson Hospital			
Yes	13%	--	14
No	35%	--	38
Don't Know	52%	--	56
97b. Are alternative work schedules available to you?			
Total Army			
Yes	58%	↓3	19,231
No	29%	0	9,759
Don't Know	13%	↑3	4,211
MEDCOM			
Yes	44%	↓2	1,531
No	40%	↑3	1,383
Don't Know	16%	↓2	564
Fort Jackson Hospital			
Yes	33%	↑15	36
No	52%	↓5	57
Don't Know	15%	↓9	16

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
98b. Are child care subsidies available to you?			
Total Army			
Yes	8%	--	2,451
No	32%	--	10,237
Don't Know	61%	--	19,582
MEDCOM			
Yes	7%	--	239
No	32%	--	1,082
Don't Know	61%	--	2,030
Fort Jackson Hospital			
Yes	8%	--	8
No	33%	--	35
Don't Know	59%	--	63
99b. Are employee assistance programs available to you?			
Total Army			
Yes	39%	--	12,769
No	8%	--	2,509
Don't Know	53%	--	17,493
MEDCOM			
Yes	27%	--	937
No	10%	--	353
Don't Know	62%	--	2,136
Fort Jackson Hospital			
Yes	23%	--	25
No	7%	--	8
Don't Know	69%	--	74
100b. Are health and wellness programs available to you?			
Total Army			
Yes	57%	--	19,001
No	13%	--	4,433
Don't Know	29%	--	9,641

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
100b. Are health and wellness programs available to you?			
MEDCOM			
Yes	52%	--	1,817
No	15%	--	514
Don't Know	33%	--	1,135
Fort Jackson Hospital			
Yes	73%	--	79
No	7%	--	8
Don't Know	19%	--	21
101b. Are support groups available to you?			
Total Army			
Yes	25%	--	8,052
No	12%	--	3,725
Don't Know	64%	--	20,489
MEDCOM			
Yes	29%	--	970
No	12%	--	417
Don't Know	59%	--	1,984
Fort Jackson Hospital			
Yes	38%	--	39
No	11%	--	11
Don't Know	52%	--	54
102b. Are elder care programs available to you?			
Total Army			
Yes	9%	--	2,855
No	16%	--	5,126
Don't Know	76%	--	24,970
MEDCOM			
Yes	8%	--	269
No	16%	--	549
Don't Know	76%	--	2,619

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
102b. Are elder care programs available to you? Fort Jackson Hospital			
Yes	8%	--	9
No	20%	--	21
Don't Know	72%	--	77

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	<div> <div>% Favorable</div> <div>% Neutral</div> <div>% Unfavorable</div> </div>	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Career/Retirement Plans 103. I am willing to relocate geographically for a promotion.										
Total Army	<div> <div>43%</div> <div>19%</div> <div>38%</div> </div>	19	24	19	20	18	--	3.05	1.38	32,112
MEDCOM	<div> <div>41%</div> <div>19%</div> <div>41%</div> </div>	17	23	19	22	19	--	2.98	1.38	3,354
Fort Jackson Hospital	<div> <div>47%</div> <div>16%</div> <div>38%</div> </div>	29	17	16	20	17	--	3.20	1.49	103

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
104. Select the response that best matches your career plans:			
Total Army			
I intend to look for other employment outside of the Army.	13%	--	4,274
I intend to look for other employment within the Army.	25%	--	8,199
I intend to stay in my current organization.	62%	--	20,518
MEDCOM			
I intend to look for other employment outside of the Army.	12%	--	412
I intend to look for other employment within the Army.	29%	--	1,009
I intend to stay in my current organization.	59%	--	2,039
Fort Jackson Hospital			
I intend to look for other employment outside of the Army.	9%	--	10
I intend to look for other employment within the Army.	36%	--	38
I intend to stay in my current organization.	55%	--	59
105. How long do you expect to continue working for your organization?			
Total Army			
More than 5 years	44%	--	14,629
4–5 years	16%	--	5,240
1–3 years	30%	--	9,964
Less than 1 year	10%	--	3,386
MEDCOM			
More than 5 years	46%	--	1,596
4–5 years	14%	--	484
1–3 years	29%	--	1,000
Less than 1 year	11%	--	397
Fort Jackson Hospital			
More than 5 years	44%	--	47
4–5 years	19%	--	20
1–3 years	25%	--	27
Less than 1 year	13%	--	14

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
106. Select the response that best matches your retirement plans:			
Total Army			
I plan to leave before retirement.	5%	--	1,522
I am undecided about staying beyond my retirement eligibility date.	33%	--	11,072
I plan to stay beyond my retirement eligibility date.	23%	--	7,516
I would take an early out, if offered.	17%	--	5,528
I plan to retire as soon as eligible.	23%	--	7,588
MEDCOM			
I plan to leave before retirement.	6%	--	216
I am undecided about staying beyond my retirement eligibility date.	35%	--	1,226
I plan to stay beyond my retirement eligibility date.	21%	--	721
I would take an early out, if offered.	17%	--	580
I plan to retire as soon as eligible.	22%	--	754
Fort Jackson Hospital			
I plan to leave before retirement.	6%	--	7
I am undecided about staying beyond my retirement eligibility date.	41%	--	44
I plan to stay beyond my retirement eligibility date.	16%	--	17
I would take an early out, if offered.	16%	--	17
I plan to retire as soon as eligible.	21%	--	23
107. I plan to retire in:			
Total Army			
More than 5 years	73%	--	23,018
4–5 years	13%	--	4,168
1–3 years	12%	--	3,687
Less than 1 year	2%	--	708
MEDCOM			
More than 5 years	77%	--	2,524
4–5 years	12%	--	392
1–3 years	9%	--	286
Less than 1 year	2%	--	62
Fort Jackson Hospital			
More than 5 years	80%	--	79
4–5 years	11%	--	11
1–3 years	6%	--	6
Less than 1 year	3%	--	3

**Civilian Employees – FY03
Fort Jackson Hospital**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Feedback on Survey Results			
108. I have seen my command or installation results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	15%	--	5,053
No	64%	--	21,273
Don't Know	21%	--	7,013
MEDCOM			
Yes	13%	--	458
No	67%	--	2,352
Don't Know	20%	--	693
Fort Jackson Hospital			
Yes	18%	--	19
No	61%	--	66
Don't Know	21%	--	23
109. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	5%	--	1,540
No	14%	--	4,697
Don't Know	81%	--	27,042
MEDCOM			
Yes	5%	--	162
No	14%	--	487
Don't Know	81%	--	2,847
Fort Jackson Hospital			
Yes	6%	--	7
No	16%	--	17
Don't Know	78%	--	85